

The significance of Mendeley usage on the accuracy of citation and references

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Abstract

The purpose of this study is to find out the importance of Mendeley reference management software for the accuracy of citation writing and reference lists. This research method is qualitative, using a case study approach. This study asks students to write a brief impression about the importance of using citation manager software such as Mendeley in including citations and simultaneously compiling a bibliography. This research was conducted after students were trained using Mendeley. The subjects of this study were thirty-five students from a private college in the suburb of South Sulawesi, Indonesia. Some impressions that appear in this research are citation accuracy, the accuracy of bibliography, synchronization of citations with bibliography, easy synchronization with Digital Object Identifier (DOI) features, and metadata or bibliographic data. Researchers grouped the impressions of students using FreeMind-MindMap software. This research can be concluded that Mendeley reference management software has citation writing accuracy and a significant reference list helps students write papers and or theses.

Keywords:

Citation; references; Digital Object Identifier (DOI); Mendeley; citation manager; reference manager.

1 INTRODUCTION

Misuse occurs in information as resources among students, such as not including the source of references, both citations, and references that result in acts of plagiarism. This is due to a lack of knowledge and awareness regarding various rules and policies in the use of information sources. Students need to know reference management software that can help in organizing references, citation writing, and reference lists automatically. Researchers do grouping at the beginning of the study based on several things. The first group is that students do not know and use reference management software. The second group is that students already know and use reference management software. The third group is students who already know but do not use reference management software.

It is common knowledge among students who are less concerned with citations and references. Researchers feel called to help solve problems faced by students. Students need a reference management software training to help organize their references and assist in writing citations and reference lists in the preparation of paper assignments and thesis that will be prepared to fulfill the final project to obtain a bachelor's degree. Therefore, the authors raise the topic of the importance of Mendeley's usage on the accuracy of citation and references. Reference management software plays a significant role in combating plagiarism because this software helps manage various references and automatically create bibliographies with different formats. (Onuoha & Unegbu, 2013). The use of Mendeley reference management software is straightforward to use by Indonesian students. This statement has been strengthened by research data, which reveals high scores on the average level of ease in utilizing Mendeley's features as a multimedia-based web application for academic writing in the Indonesian academic setting (Hudriati, Patak, & Basri, 2018).

Reference management software is also known as bibliographic software, citation management software, or personal bibliographic was first developed in the 1980s (Lorenzetti & Ghali, 2013). Reference management software always develops by having various kinds of advantages that can help a researcher in compiling scientific work. Reference management software is software that allows users to search, access documents for research purposes, and can export bibliographies based on metadata in the software (Ovadia, 2011). Users have difficulty using this software as seen from the purchase of software that is too expensive and too time-consuming to learn even though the reference management software is currently more user-friendly than the previous version and there are more choices of free software (Holland, 2012). The application of reference management software which is currently more user-friendly to use, can be seen from the reference management software function also described by (Sarrafzadeh & Hazeri, 2014). Mendeley ensures the accuracy of citation information allows saving time in writing citation styles according to the references used and assist in managing some bibliographic information.

Reference management software is closely related to reference citations so that this reference management can be referred to as quote management. The use of citation management or reference management can be through teaching that introduces concepts or tools in bibliographic instruction with a class in using citation managers, or one-on-one consultations with subjects or technology specialists (Childress, 2011). Reference management software training for students has been carried out by researchers to increase student awareness about the importance of using this software. Mendeley Reference management software is a free web-based tool that can organize research citations and article annotations in PDF files (Zaugg & Tateishi, 2011). Mendeley desktop can be available for Windows, Mac, and Linux which functions as a tool for managing citations and saving articles (Reiswig, 2010). Users need to have the skills and competencies related to reference management to benefit from reference management software training (Childress, 2011) include users understand how to use and understand information that can be found in the recommended resources. Some issues are fundamental in Mendeley, such as collecting, organizing, sharing quotes, or integrating word processing. Users know where to find citation style guides quickly or manually to help format their citations and reference lists. Support

and best practices are subject to assist users in selecting and utilizing appropriate reference management software. The best practices in reference management software training include several indicators of success (Harrison, Summerton, & Peters, 2005). The basics of utilizing reference management software that is closely related to the features in this software start from the connection file, import file, and export directly.

Mendeley can format citations in writing scientific papers automatically by providing plug-ins for Word and OpenOffice (Zhang, 2012). Mendeley provides a variety of citation style formats that can be changed from one style to another automatically. The citation style format found in Mendeley's reference management software includes *American Medical Association*, *American Political Science Association*, *American Psychological Association*, *American Sociological Association*, *Chicago Manual of Style*, *Harvard*, *IEEE*, *Modern Humanities Research Association*, *Modern Language Association*, *National Library of Medicine*, *Nature*, *Vancouver*, and many other styles. Researchers can save time in writing citations and reference lists and prevent errors in writing by using the software in reference management (Orhan Sungur & Ozkan Seyhan, 2014). Users of reference management software must know in advance fundamental knowledge about the format and style of citations to avoid user inaccuracy in using software to make quotations and bibliographies that are not formatted correctly (Childress, 2011). citations are interpreted as writings made by a writer to show documents or material used in his writings (Annesley, 2011). The citation usually contains the author's name, the year number published from the cited document. In writing a paper, a person needs to include the source of the document cited, both from those quoted directly or indirectly.

The reasons for writing citations are divided into three elements, namely the rediscovery of sources, the accuracy of their use, and for finding interesting additional information (Lanning, 2016). The reference list must refer to the bibliography found at the end of the article or scientific work (Gatten, 2010). This shows that the references contained in the citation source must also be in the reference list or vice versa. Reference lists can be written in various citation style formats. According to (Orhan Sungur & Ozkan Seyhan, 2014) reference lists in social science such as the dominant Chicago Style using footnotes, Harvard Style which shows the author's name and publication date in parentheses without quotation marks, Vancouver Style which uses a numerical system with Arabic numerals. The inclusion of reference sources needs to be done to avoid plagiarism and respect the results of previous research. Plagiarism is the unauthorized use of information that mimics or steals ideas, language or expressions of other people's intellectual rights (Orhan Sungur & Ozkan Seyhan, 2014). Plagiarism forms can be grouped into four categories by Wan, Nordin, Halib, and Ghazali (2011) as follows:

- Stealing other people's materials and spreading them as their own.
- Send papers written by others and continue as our own.
- Copying parts of writing from one or more source texts by including complete references but leaving quotation marks, giving the impression that the writing has been paraphrased and not quoted directly.
- Paraphrase one or more texts without providing appropriate documentation.

The form of plagiarism that is often done by students is paraphrasing without mentioning the source, finding references, summarizing without mentioning the source, finding or changing data, copying work from the internet and sending it someone's own work (Sentleng & King, 2012). Each researcher to respect the original author and avoid plagiarism must possess the ability and knowledge of citation writing and reference lists. Reference management software can help and make it easier to format citations and reference lists in a variety of standard formats, including the order of citations by name, year of publication and will even reformat citations and references from one style to another. Accuracy in writing a list of references two indicators have been described by Annesley (2011) including reading and verifying each article and the correct order and spelling. Each researcher is expected to re-examine the citation that the article cited has the information that the researcher quoted coming from the original source or primary source of the article. Researchers must have basic knowledge about writing citations and a list of references that are in line with scientific principles in their research. Citation writing and reference lists are written in accordance with scientific rules and spelling of name, year, title, volume, page number, etc. correctly. Errors in writing citations and reference lists will cause editors to find difficulty in finding back the cited article and not respecting the original author.

2 METHOD

This research is a case study to explore the state of the accuracy of citation writing and compilation of a bibliography of students' scientific papers, especially theses. Case studies are in-depth longitudinal examinations of a situation or event employing systematic methods of observing, collecting data, analyzing information, and reporting the results (Woodside, 2010). Case studies are intended to gain a deep understanding of why something happened and can be the basis for further research (Kothari, 2004). This method was chosen as an empirical study to investigate the accuracy of citation writing and compilation of bibliography both when students work on class assignments making papers and writing a thesis. The subjects of this study were thirty-five students from the private college in the suburb of South Sulawesi, Indonesia. This study asks students to write freely their impressions related to the importance of using Mendeley in the accuracy of citation writing and compilation of bibliography. Students are first trained using Mendeley software. Researcher's considerations in taking this research sample include:

- Students who do not know and take part in the Mendeley reference management software training.
- Students who have not used Mendeley reference management software.
- Students who experience difficulties in writing citations and lists of references in the preparation of the thesis.

3 RESULTS AND DISCUSSION

After the students were asked to write down their impressions during Mendeley's software training freely, this study revealed that there were ten critical issues experienced by students involved in this research. Researchers grouped these issues into pairs. Figure 1 below illustrates the visualization of student impressions after attending training using Mendeley's software.

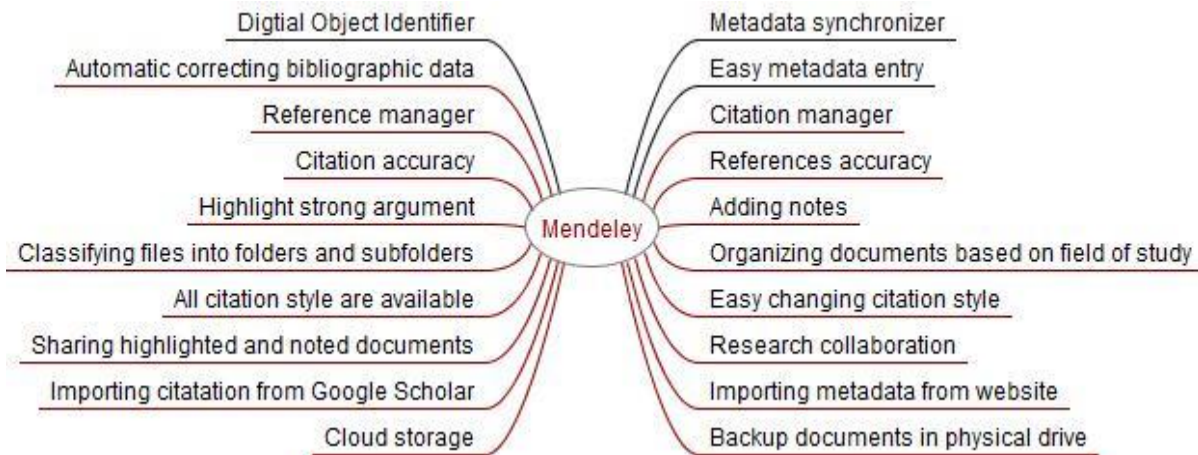


Figure 1. Mind map of students' impression on Mendeley feature

3.1 Digital Object Identifier (DOI) - Metadata Synchronizer

The students involved in this research were the first to know the term Digital Object Identifier (DOI). Students in this study also named the DOI feature synchronizer metadata. DOI is a permanent identifier (permalink) used on an electronic document. In this way, DOI functions as a system (Universal Resource Locator (URL) that uses the Internet for web pages. DOI does not spend much time even to accommodate articles. DOI is presented with a resolution system that is updated when location changes are made.

DOI is a way to give identity (digital) to an object, which in this case is scientific writing. As an identifier, a DOI is unique (unbeatable) and persistent (unchanged) (Paskin, 2010). Once used to identify a document, it will be attached to the document, although the documents are changed or moved location. DOI has a simple format, a character string that is divided into two parts: prefix and suffix. The "/" character separates both. The prefix section shows an authority (institution) that authorities assign the DOI, and the suffix section shows the identifier given for a document object. A DOI can be associated with the location where the document is indicated to be located. Armed with a DOI, we can get the document without having to know precisely which URL the document is stored in. Crossref issues DOI is an official Digital Object Identifier (DOI) Registration Agency of the International DOI Foundation. (Chandrakar, 2006).

3.2 Automatic Correcting Bibliographic Data - Easy Metadata Entry

This impression arises because students are provided internet access during the training. When students enter metadata on Mendeley Desktop, the metadata or data library does not need to be typed manually due to metadata automation (Leonard et al., 2017). This feature works best if documents are equipped with DOI and internet-supported desktops. Even so, students are asked to be careful; sometimes, there are documents whose titles are all capital letters, which, of course, does not suit the general citation style. Sometimes even the tracked metadata is another document metadata. This case is rare, but still, be careful.

In doing scientific writing, finding and reading previous research is a matter of what a writer needs to do. The research that has been done before can help the Mendeley users to understand the topic and understand the contributions that can be made by the authors in the field. In a study, research needs to be read can reach tens to hundreds of pieces. it is complicated to download the file and rename it, then set the list of references. Many metadata can be additional information on the file, such as the Author's name, year of publication, abstracts, and other data. This meta-data can also be used as a part for consideration in incorporating such research into final writing. By using the Mendeley app, a list of the many reference numbers can be easily set up.

3.3 Reference Manager - Citation Manager

Students in this training and research program were also impressed with Mendeley's primary function as a regulator of references and citations. References can be arranged in such a way on Mendeley Desktop and then selected according to the topic typed in Word to be checked (Zahedi & van Eck, 2018). After that, Mendeley reorganized and rearranged the bibliography based on cited references. "Citation" is an essential element in the writing of scientific works. Often novice writers, students, and academic communities, in general, are trapped in unintentional acts of plagiarism due to the lack of caution in making a citation.

Hence, the existence of software that serves as a "citation & Reference Manager" is a necessity. With the intended software, each author can identify the quality and authenticity (read track) any reference used. In addition to the "Citation & Reference Manager," authors can process the reference documents they have, create groupings based on specific

topics/categories, and retrieve the metadata contained in the document. There are many software, "Citation and Reference Manager," which offers a variety of features that facilitate the Mendeley users to track the authenticity of the reference. One of the "Citation and reference manager" software that recently worldwide accessible is Mendeley. Mendeley is software that is inspired by an attempt to integrate "Citation and Reference manager" into a social network (Elston, 2019). With this kind of network, researchers in different parts of the world can collaborate and share research data.

Scientific writing is done based on the literary source. All sources used need to be quoted in a text script and then the cited source is listed as a bibliography. The source citations in their writing and inclusion in the bibliography are called citation styles (Glassman, 2018). A citation or bibliographic citation encompasses a reference to a book, article, webpage, or other publishing product that provides enough details to identify the publishing product uniquely. Unpublished writings or lectures such as working paper and personal communication (personal communication) are also occasionally cited (cited). Citation is used in scientific works to give credit or acknowledgment of the influence of previous works or refer to those with scholarly authority. Citations can now be automated by using a computer application program designed specifically for that purpose. An alternative program that Mendeley users can download and use for free is Zotero and Mendeley. However, in the discussion, this time will be more focused on Mendeley software. Mendeley is a software tool that could process scientific databases in the form of e-journaling, e-books, and other references. The function as a library accompanied by the ability to use as a bibliography for the preparation of scientific writings. Mendeley is a free standalone application program for managing libraries and developing academic, social networks that are useful for managing libraries, sharing online libraries, and searching for the latest literature.

3.4 Citation Accuracy - References Accuracy

Students in this training and research program were also very impressed with Mendeley's accuracy in displaying citations in text and lists of references. Students are determined to leave the old habit of typing citations and reference manuals. Even many students before Mendeley's training program cut-pasted the bibliography from online sources. Manual citations often display inconsistencies between citations and references, and often there are sources in the citation in the text, but they are not found in the bibliography.

Scientific work is an essential part of the educational world. With Mendeley application can facilitate the preparation of various writing forms of scientific works such as papers assignments, thesis, theses, dissertations, research reports, and scientific journals (Pinheiro Falcão et al., 2016). Mendeley Desktop can make it possible to enrich research reference sources, research results, compose writing according to correct quoting and citation procedures, manage reference documents, and can also help authors to know the development of current research and guarantee the accuracy of citation.

Mendeley automatically identifies content, allowing us to add it to our library with a single click. Before we start collecting citations, it is crucial to understand how to check citations for accuracy and how to make changes to the references. Even though the quoted general information detected by Mendeley will be correct, some ask Mendeley users to request the metadata of each item to ensure the accuracy of the metadata by correcting and adding correct data (Kratochvíl, 2017). It is essential to understand, Mendeley will be utterly accurate metadata but many documents are inaccurate metadata. Thus, after adding the quote, open Mendeley Desktop and select the quote that Mendeley users want to convey and edit. After that, make the necessary changes to make sure the information offered is True on the right side of the Mendeley Desktop screen.

3.5 Highlight Strong Argument - Adding Notes

Students are much helped by the features of highlights and add notes. If Mendeley users want to edit text, then click the Highlight option and the selected text will be highlighted (Parabhoi, Seth, & Pathy, 2017). The ability to select the text, add highlights to portions of text and for the text to be searchable in Mendeley depends on the document that Mendeley users have added. Mendeley Desktop already provides an application to open the PDF format file, so users do not need to install any external software to read the PDF file. In addition to being able to open PDF files, the PDF Viewer also provides a function to provide highlights and annotations (notes) in the PDF file. Students find it saves them time to read and easy to record a script that has been read. Every response to the direct reading can be marked and then given a note.

This note can automatically appear the next time the document is reread on another occasion. Students in reading the same document, as previously read, can immediately resume ideas that had appeared before. After a document in PDF format is added in the private library, Mendeley users can add notes to the document and highlight certain parts that are considered necessary. This feature can be used only by double-clicking on the desired document and Mendeley will help open the document. At the top of the viewer, Mendeley users have many choices available. If Mendeley users are interested in adding notes to text, then Mendeley users can select the text to add notes to by right-clicking and selecting add notes. Automatically, Mendeley will track the notes that have been added and Mendeley users can double-click on the note. After that, Mendeley immediately displays the text that has the notes added. The annotations list appears on the Notes tab on the right side of the current document. Users can also perform a search on an active PDF file by entering the word to the Search box.

3.6 Classifying Files into Folders and Subfolders - Organizing Documents based on the Field of Study

Students trained by Mendeley also expressed their enthusiasm for organizing the collection of PDF files into specific folders and subfolders. They organized these documents based on their field of science. Sometimes they also arrange documents based on the activities to be carried out. However, in writing a thesis, they arrange all document collections based on leading topics and subtopics to make it easier to develop ideas. This pre-arranged file makes it easy to find references to cite while writing in MS Word.

Mendeley provides several facilities that can help users in managing their reference database (Francavilla, 2018), such as marking personal documents, marking whether a document has been read or not, creating folders to similar group

documents, and seeing the types of documents available as shown in Figure 1. Users can click on the Favorite icon (star-shaped) to mark personal documents or click on the green circle icon to mark documents that have been read/not yet. Mendeley also has Search and Filter capabilities. This function is very useful when the document collection/reference size is very large. The search function works contextually, meaning that the search is performed on the currently active folder. To do a search, users can enter keywords in the Search Box located in the upper right corner of the Mendeley desktop application. Mendeley users can also search by author, title, year of publication, and notepad by clicking the magnifying glass icon to the left of the search box. The filter function allows users to display documents/references that meet specific criteria, whether it is based on the author, tags, titles, or keywords. Figure 2 shows the Search box and Filter on Mendeley.

3.7 All Ideal Styles are Available - Easy Changing Citation Style

All citation styles are available at Mendeley. Students can easily change citation styles when writing different papers to be sent to journals or conferences with different citation styles. Generally, social science journals or conferences use the American Psychological Association Style with the alphabet system, but journals or conferences with nuances of Information Technology usually use the IEEE style based on numbering. Citation style variations in all fields of science are available in Mendeley so that when canceling submit the paper at a conference because it cannot catch up to the deadline for submission paper, the paper can be changed its citation style easily according to the target citation style conference that will be followed.

Doing the citation using Mendeley is very easy to do by clicking the Insert or Edit Citation menu on the Mendeley Toolbar/menu. Users can select the citation format to be used in the document according to their needs (Glassman, 2018). Changes to the citation format can be performed before or after the citation is added to the document. Mendeley supports many scientific citation formats and the number of these formats can be augmented or reduced according to the needs. When the user clicks the Insert or Edit Citation menu, the dialog box appears. In the dialog box, the user is asked to enter a keyword from the reference that will be cited in the provided text box. Once a user enters a certain keyword, for example, "Mendeley", then it will show a list of references that match the search criteria. The user simply selects one of the referred references from the given list to insert the citation into the active document. If you need to change the citation format, it can be done by selecting one of the styles available in the Style menu. If the format to be used is not one of the citation formats, the user can add another format by selecting the More Styles menu in the citation format list. Next, the user selects the Get More Styles tab and then inserts a keyword from the citation format to be added, such as "Vancouver". When a searchable citation format is available, the format can be added to Mendeley by clicking Install.

3.8 Sharing Highlighted and Noted Documents - Research Collaboration

The document-sharing feature that has been marked and recorded amazes students. This feature makes it easy for students working on group assignments to make papers. Every student in one group can give the same highlights and notes paper simultaneously (Price, 2016). Thus, research collaboration can be effective. Ideas can be quickly developed in groups because they are available online (Parabhoi et al., 2017). References/documents to be used in conjunction with other group members can be added by dragging and dropping references/documents from the References panel to the specified group folder, or can also be done by accessing the menu File – Add Files or the Add Files toolbar by clicking on the group to be added references/documents previously. Users of Mendeley who are not subscribed (free users) are given 2 GB of storage space with a maximum number of members of 2 users/groups. In addition to adding references/documents, inside a group can also be created folders to help organize references/documents in a group. As with how to add files to a group, creating a folder in a group can be done through the menu File – Add Folder or the Create New Folder toolbar. For other group members to see the changes that happened to their groups, each change needs to be synchronized with the Mendeley server by accessing the Sync toolbar.

Each member of the Private group will have access to the documents stored in the group's folder. All members of the group can do edits such as adding comments to documents or highlights on PDF documents. Mendeley will show different colors on each comment as well as highlights from different users. One important thing to do when editing a document in a group is always to synchronize, so it needs to be done for changes made by each user in sync with the data on the Mendeley server. Other group members can immediately see the changes made after the database on his computer is synchronized with Mendeley's server.

3.9 Importing Citation from Google Scholar - Importing Citation from the Website

This feature is felt by students to be very effective when reading the synopsis of documents both on Google Scholar and on other websites. This citation can be directly imported into Mendeley Web for further synchronization so that it can also be displayed on Mendeley Desktop. After appearing on Mendeley Desktop, this reference or citation can be quoted in MS Word. Citation from Google Scholar or other websites can also be downloaded first and then added to specific folders on Mendeley Desktop.

Google Scholar Stores the oceans of libraries and scientific journals (Halevi, Moed, & Bar-Ilan, 2017). Search libraries with Google Scholar will get hundreds or even thousands of scientific libraries that fit the keywords that we enter in a very short time. Storing and creating a list of libraries by writing or copy-pasting one by one is very-very ineffective. There are some tips on how to save and create a library of Google Scholar faster and more efficiently. First, Mendeley users enter some relevant keyword references that they want to search in the Google Scholar search box. Then click the Search button. Google Scholar will show Mendeley users the search results that match the key they enter. The more specific the keywords they enter, the more specific the search results will be.

For users who have previously used reference management software other than Mendeley, pre-saved reference data can be imported into Mendeley easily. Mendeley supports several standard formats: BibTex, EndNote, RIS, or Zotero. The import function is also useful when there is a reference on the Internet that only provides one of the four formats. For example, there is a textbook titled "Information Systems Development: of, techniques and tools" that will be incorporated into the Mendeley database. Search results in Google scholar provide complete information from the textbook. To import these references, it can be done by clicking the mouse on the Cite link, then doing a right mouse click on the BibTex link and selecting Save Link as on the menu available. Save in bib format and then import the file by selecting the menu File – Import – BibTex (*. bib) on Mendeley. All information about the book is automatically added to the reference database.

Often in preparing a scientific publication used references that are only available on certain websites on the internet, such as a technical report. Mendeley provides a function to import from references on the Web into a reference database. Before using this function, there is a plugin that must be installed. The installation process of this plugin can be done by selecting the menu Tools – Install Web importer. Once the installation is successful, there will be a new bookmark on the Internet browser that serves to import references from the Web into Mendeley.

3.10 Cloud Storage - Backup Documents in the Physical Drive

Mendeley provides an online storage feature for backing up files on a physical drive. This feature allows students to backup files on multiple devices in order to protect documents from viruses or lose devices (Rezapour, Wu, & Sun, 2016). This feature also makes it easy to access Mendeley anywhere and anytime without having to carry a device. Students need to open the device in a new place and then access the documents that are already stored in the cloud.

In addition to storing all the information contained in the reference database on the local hard disk, Mendeley also keeps a copy of that information in the online storage. This facility makes it easy to access the reference database when the user works with a non-proprietary computer. The synchronization process will synchronize the local reference database with those stored in the online storage. The synchronization process is done securely as all the communication between the local computer and Mendeley server is encrypted. Synchronization also allows Mendeley to provide updates related to the current reference according to the user's reference database content. The synchronization process is done by clicking the Sync icon on the toolbar.

4 CONCLUSION

This study reveals that Mendeley helps students with the accuracy of citation writing and the list of references. This study found ten issues that students considered significance during Mendeley's training. The issues are as follows:

- Digital Object Identifier (DOI) - Metadata Synchronizer.
- Automatic Correcting Bibliographic Data - Easy Metadata Entry.
- Reference Manager - Citation Manager.
- Citation Accuracy - References Accuracy.
- Highlight Strong Argument - Adding Notes.
- Classifying Files into Folders and Subfolders - Organizing Documents based on the Field of Study.
- All Ideal Styles are Available - Easy Changing Citation Style.
- Sharing Highlighted and Noted Documents - Research Collaboration
- Importing Citation from Google Scholar - Importing Citation from the Website.
- Cloud Storage - Backup Documents in the Physical Drive.

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